

**Terms & Conditions**  
**for**  
**élégant nails, Southsea**

**Inclusivity:**

élégant nails welcomes and respects all genders, Non-Binary and Gender Fluid people, the entire spectrum of the LGBTQI+ Community, the elderly, people of colour, people at any level of ability and all religions. élégant nails will not tolerate hateful behaviour towards these communities and will stop a service immediately if this policy is infringed upon. élégant nails implores clients to exercise compassion and kindness in the Home Salon or during mobile services.

Clients are encouraged to reach out if they need cultural, or religious consideration made during their appointment. Contact élégant nails at [info@elegant-nails.co.uk](mailto:info@elegant-nails.co.uk) to discuss your needs.

**Contact Information:**

In the event that incorrect contact information is provided, including but not limited to; customer name, phone number, or email address, élégant nails may not be held responsible for loss of correspondence, such as appointment confirmation or reminder messaging.

In instances of incorrect or inaccurate contact information being provided, it is the client's responsibility to identify these errors and update their online account or email [info@elegant-nails.co.uk](mailto:info@elegant-nails.co.uk) to have them rectified.

**Age Requirements:**

To book an appointment at élégant nails, the client must be over the age of 18. Some treatments can be conducted for minors with parental/guardian consent. The minor must also be chaperoned by the parent/guardian or consent that the minor can attend their appointment alone. Please email [info@elegant-nails.co.uk](mailto:info@elegant-nails.co.uk) for further information.

**Appointment Booking:**

Appointments are available to book online, one month into the future, and will always go live on the first Sunday of every month at 3pm. Once all availability is booked, you can add yourself to a 'waiting list' on the booking system at any time to be automatically notified if a space on the date and time selected has become available in the booking system for your preferred treatment.

All bookings require a deposit to secure your appointment. This is non-refundable and will be deducted from the total amount of your treatment on the day. All deposits are transferable if more than 48hrs notice is provided. No shows/multiple cancellations will result in either full payment being required upfront, or no further bookings being taken.

**Booking Confirmation:**

Automated email and/or text correspondence will be delivered to the client to confirm any appointments booked, using the details provided by the client. Additionally, a reminder message, herein referred to as the 'reminder', will be delivered 48 hours prior to the commencement of the appointment.

The client is required to reply to the reminder to confirm attendance. In the event that the client's attendance is not confirmed within 24 hours of receiving the reminder, the booking will be cancelled, and the non-refundable deposit forfeited.

**Booking Approvals:**

Your booking will not be approved until élégant nails has checked over your appointment and ensured you have enough time to achieve your desired results. If your appointment needs to be moved because of this, your deposit for booking will be honoured and carry on to your new appointment date and/or time.

**Stored Cards:**

When booking online, the client is provided with the option to store their card information on file. This service may be referred to as 'card capture' or 'stored card'. By agreeing to store their card information on file, the client grants élégant nails permission to charge this card to take payment at the end of an appointment, or on the day cancellation and/or failing to attend an appointment.

**Consultation Forms:**

élégant nails takes client privacy seriously. For health and safety of clients, élégant nails maintain records of any health and/or medical conditions, which may indicate that a particular service or treatment would not go ahead (e.g., allergies, pregnancy, skin conditions), or a particular product should not be used.

Please note that these forms must be kept for a minimum of 7 years from the last treatment for insurance purposes and require clients to complete and submit this form before any treatment takes place. In the case of minors, this will be 7 years AFTER they reach the age of 18.

Clients records from these forms are stored on the booking system or on an encrypted computer. Please read the privacy policy at <https://elegant-nails.co.uk/policy-documents> for more details. The health records are only used in relation to treatments and service by élégant nails and not used for any other purpose.

**Arrival Protocol:**

élégant nails requires the client to arrive promptly for their service. The Home Salon will be available 5 minutes before the start of an appointment.

**Late Arrival:**

élégant nails does not extend service times or issue refunds/price adjustments for late arrival. Failure to arrive exactly on time for an appointment will lead to service alteration, allowing élégant nails to perform only the most important part of the service.

Arriving more than 15 minutes late for an appointment without prior notification will result in its immediate cancellation. An invoice for the full remaining amount of the appointment cost will be sent to the email address and phone number provided by the client.

élégant nails asks clients to reach out if they will be late at [info@elegant-nails.co.uk](mailto:info@elegant-nails.co.uk) or via text to 07729 911361.

**Cancellations and Rescheduling:**

The time booked for the client is reserved for the client's exclusive use. When appointments are missed, or cancelled without sufficient notice, élégant nails is often unable to fill the vacancy. Should the client need to cancel or reschedule their appointment, élégant nails requests at least 48 hours' notice before the commencement time of this appointment.

If the client cancels the appointment on the day, or fails to arrive after 15 minutes of the appointment start time, it will result in immediate cancellation and an invoice for the full remaining amount of the appointment cost to be sent to the email address and phone number provided, or for the card stored on file to be charged.

Cancellations and reschedules outside of this 48-hour time frame will forfeit their non-refundable deposit.

**Texting, calling, emailing, or messaging via Instagram or Facebook are not accepted forms of cancellation. It must be done through élégant nails' booking site, by emailing [info@elegant-nails.co.uk](mailto:info@elegant-nails.co.uk), or contacting 07729 911361.**

**Links to cancel or reschedule an appointment are at the bottom of every confirmation email.**

**Failure to Pay:**

Failure to pay an invoice by the due date is a serious offence and will be passed along to a debt collection agency.

**Change of Mind:**

élégant nails will not issue price adjustments/refunds for change of mind. The client must pay for the full amount of time booked out even if the client requests a reduced or changed service.

**Refunds:**

No refunds will be issued on any treatment as products, time and resources have been used during a service. If there are any issues with the service provided, the client must contact élégant nails as soon as possible at [info@elegant-nails.co.uk](mailto:info@elegant-nails.co.uk).

Nail repairs will be rectified free of charge within the first 72 hours of the original appointment at élégant nails' discretion. Nail repairs after 72 hours are at a cost of £4.50 per nail.

**Right to Refuse Service:**

élégant nails retains the right to refuse services at any time, for any reason, including but not limited to; frequent cancellations, lateness, inappropriate/offensive behaviour, failure to comply with the policies included in this document.